Complaints by allottees of Aram Bagh Government Colony

1341. SHRI C.O. POULOSE: Will the Minister of URBAN DEVELOPMENT AND POVERTY ALLEVIATION be pleased to state:

(a) whether Government have received complaints from the allottees of Aram Bagh Government Colony alleging the venality of corrupt CPWD staff posted at enquiry office when it comes to attending the bonafide water supply related complaints; and

(b) if so, the action taken on two written complaints submitted to Secretary, Urban Development on 28th October, 2002 and 1st November, 2002 and to Executive Engineer, Dr. RML Division on 4th October, 2002 by an allottee of Aram Bagh?

THE MINISTER OF STATE IN THE MINISTRY OF URBAN DEVELOPMENT AND POVERTY ALLEVIATION (SHRI O. RAJAGOPAL): (a) Yes, Sir. However, on enquiry no such complaint could be substantiated.

(b) On receipt of the two written complaints, the plumber was sent to check on the water supply. It was reported that the water was regularly available in the quarter of the complainant of Aram Bagh on both the occasions. The Assistant Engineer alongwith JE personally visited the quarter on 7.11.2002, 11.11.2002 and 12.11.2002 and found the loft tank almost full at about 11.00 hours. Therefore, no further action was required to be taken.

Grievance redressal mechanism of CPWD

1342. SHRI C.O. POULOSE: Will the Minister of URBAN DEVELOPMENT AND POVERTY ALLEVIATION be pleased to state:

(a) whether Government have received any complaints from the allottees of Aram Bagh, colony alleging the venality of corrupt CPWD staff posted at enquiry office;

(b) the steps taken to get rid of the corrupt CPWD staff who seldom attend to the complaints without being given illegal gratifications as concerned JE, AE, Ex. Engineer remain mute spectators; and

(c) whether Government propose to make the grievance redressal mechanism more effective upto the level of Executive Engineer who happens to be the grievance officer of his zone?

THE MINISTER OF STATE IN THE MINISTRY OF URBAN DEVELOPMENT AND POVERTY ALLEVIATION (SHRI O. RAJAGOPAL): (a) Yes, Sir. Complaints have been received against CPWD staff posted at enquiry office, but an enquiry revealed that the allegations are without basis.